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3629

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Group Art Unit:3629

WILLIAM T. ROWSE et al.

Examiner: Jonathan P. Ouellette

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

In compliance with the duty of disclosure under 37 C.F.R. § 1.56 and § 1.97-1.98, the references listed and identified on the attached Forms PTO/SB08A and/or SB08B are being submitted herewith for consideration by the Examiner.

While this Statement is being filed in compliance with the duty of disclosure, citation of the attached references is not to be construed as an admission that any of the reference(s) are "material" as defined under 37 C.F.R. § 1.56(b).

In that the original filing date of this application is April 12, 2000, a copy of each reference listed on the attached Forms PTO/SB08A and/or SB08B is included herewith. Consideration and entry into the record of these references is respectfully requested.

Respectfully submitted,

By:

JOHN S. LeROY

Reg. No. 48,158

Attorney/Agent for Applicants

Date: January 9, 2004

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GROUP 3600

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Substitute for Form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

(use as many sheets as necessary) Examiner Name Jonathan F. Ouellette

Complete if Known

Application Number	09/547,661
Filing Date	April 12, 2000
First Named Inventor	William T. Rowse et al.
Group Art Unit	3629
Examiner Name	Jonathan P. Ouellette

U.S. PATENT DOCUMENTS

Examiner Initials	Cite No. ¹	U.S. PATENT DOCUMENT		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code ^a (if known)			
US	2002/0002475	A1	Freedman et al.	01-03-2002		
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FOREIGN PATENT DOCUMENTS

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GROUP 3600

Examiner: Johnathan C. Hall Date: 05/07/2000

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO = World Intellectual Property Organization). ⁴ Enter the document number.

Standard ST.3). *For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.
 ^ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. * Applicant is to place a check mark here if English language Translation is attached.

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